

DOCKET FILE 03-123 ORIGINAL

C. DUKES SCOTT
EXECUTIVE DIRECTOR

1441 Main Street, Suite 300
Columbia, SC 29201



Phone: (803) 737-0800
Fax: (803) 737-0801

DAN E. ARNETT
CHIEF OF STAFF

Received & Inspected

JUL 1 - 2008

FCC Mail Room

June 26, 2008

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, Southwest
Room TW-B204
Washington, DC 20554

Re: CG Docket 03-123: Annual Summary of Consumer Complaints Concerning
TRS for the State of South Carolina

Dear Ms. Dortch:

The Office of Regulatory Staff, TRS Administrator for South Carolina, and Sprint, TRS provider for South Carolina, have compiled the consumer complaint information requested under CG Docket No. 03-123 for the 12 months ending May 31, 2008. As required, this filing includes one original, four copies and two electronic disk copies. In addition, Sprint will provide the FCC call volume information under seal as stated in the attached June 16, 2008 letter.

Should you have any questions regarding this filing, please contact me at 803/737-0814.

Sincerely,

Dawn Hipp
Director
Telecommunications, Water/Wastewater and Transportation

Cc: Ms. Arlene Alexander
Federal Communications Commission
Consumer & Governmental Affairs Bureau

Enclosures

No. of Copies 03-123
List A B C D E 0+4



Sprint Nextel
500 Gracern Road
Suite 202
Columbia, SC 29210
800-644-2289 (TTY)

Missy McManus
Relay Program Manager
Email: melissa.mcmanus@sprint.com

June 16, 2008

Ms. Dawn Hipp
Office of Regulatory Staff
1441 Main St.
Suite 300
Columbia, SC 29201

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Hipp,

Sprint has provided you the following information to support your filing with the FCC for the State of South Carolina:

- An annual Complaint Log which includes complaints received between June 1, 2007, and May 31, 2008, with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

Please note that the Public Notice from the FCC has not been released yet. As soon as I receive it, I will forward it to you.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

Please note that for your state you must send (1) an original and four copies of the printed report and (2) an electronic copy of the complaint log on a CD (formatted in an IBM-compatible format using Word 97 or compatible software) on or before Tuesday, July 1, 2008. These items should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Please also note that your state is also encouraged to send an additional printed copy on or before July 1, to the Consumer & Governmental Affairs Bureau of the FCC to:

ATTN: Arlene Alexander
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th St., SW, Rm 3-C408
Washington, DC 20554

Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in black ink that reads "Missy McManus". The signature is written in a cursive, flowing style.

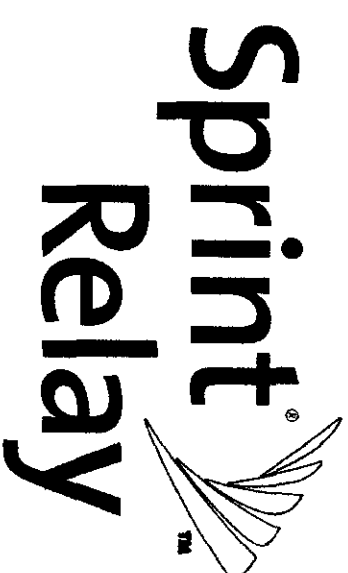
Missy McManus
Relay Program Manager

Attachments:
1) Log Sheets
2) CD

Received & Inspected

JUL 1 – 2008

FCC Mail Room



SOUTH CAROLINA

FCC COMPLAINT LOG

2008

Complaint Tracking for SC (06/01/2007-05/31/2008). Total Customer Contacts: 53

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	05/29/08	Customer calls into relay and says he is asked or sees on his TTY "ID # pls". Customer wants to know what # does it refer to. Caller is confused and would like a follow up via-email. Complaint came in on 5/27/08.	05/29/08	E-mailed customer to obtain additional information. Customer did not respond to e-mail. Customer can contact Customer Service directly if problem has not been resolved.
2	05/13/08	Customer complained that it took over 30 minutes to get into 711. Complaint came in at 1540 on 5/12/08. Entered in TT# 6408138.	05/13/08	From technician: Unable to duplicate issue, not enough information in the ticket, need to know the customer's LEC.
3	04/16/08	Customer complained that agent left a garbled message on his TTY answering machine and he missed some important information. He stated that this happens all the time that agents don't type right. Complaint came in at 9:48 am on 4/16/08. No follow up requested.	04/16/08	From listening to the gentleman, it is possible that the problem is with his TTY answering machine, not the agent. Forwarded to correct center. Agent does not remember this call but agent knows proper call procedure and to always type and spell correctly when relaying a call.
4	04/08/08	Customer had to repeat dial to number to the agent. Computer was not able to read the first part of the number so agent asked customer to repeat number. Then the customer wanted a new agent.	04/08/08	Supervisor observed that the entire number was not showing and even though a new agent was gotten for the customer. Non-agent error and no action taken.
5	04/08/08	Customer said agent didn't follow customer instructions, and customer thinks the agent may have hung up on her because in the middle of the call, everything stopped.	04/08/08	Team Leader spoke with this agent and she did remember the call. She said she thinks she followed the customer instructions, but there were so many of them she could have missed one of them and she apologizes for the inconvenience to the customer. However, she did not hang up on the customer. She was typing what the mother was saying and all of a sudden the disconnect banner came up. Agent let the customer know that her mother had disconnected. Customer seemed OK with it at the time and accepted the disconnection.
6	03/20/08	Accuracy of captions. Customer provided an example regarding inaccurately captioned words.	03/20/08	Customer Service apologized for incidence and thanked customer for the feedback. Informed the customer that information can be shared with appropriate captioning service staff when provided the date, time, and CA # for more specific follow up.

7	03/19/08	Relay customer called relay and asked for 911 and it went to the wrong area. The call occurred 3/19/08 at approximately 3:30 PM CT. Apologized, and entered TT 6105408. Follow-up requested.	03/19/08	From technician: This was a training issue and the agent who processed this call was re-trained on the correct procedure for processing 911 calls. Program manager followed up with head dispatcher at the police dispatch department and explained that most towns have the capability for a TTY user to dial 911 direct rather than going through a Relay service first. Also explained that the agent was re-trained on following the 911 procedure. Program manager will send TTY 911 information to this police dispatch department for Relay visitors and for their dispatchers.
8	03/04/08	SC TTY customer is unable to place relay calls. Her number shows up to the relay as Unknown Location, similar to a toll-free number. No follow-up requested.	03/04/08	Apologized, entered in TT 6007495. Problem is fixed. Customer did not request follow up. From technician: Replicated the problem using DNIS for SC 711 call (34140), entered caller information and it showed as "unknown location" in dial window. This problem has been referred to design for further investigation and as a result, the VNH file has been updated and the customer's information now has been transmitted.
9	02/27/08	Agent was slow from VCO-TTY, the caller would VCO and then do TTY before the GA.	02/27/08	Supervisor witnessed this call and it was extremely hard for her to know what the customer was going to do from one sentence to the next. He kept switching in the middle of the call. Agent did her best. Non-agent error. Agent switched every time VCO user started typing.
10	02/26/08	Customer stated that he has trouble when placing a call through TTY and then asking the agents to switch to VCO. Agent did not let him know he could voice, customer stated they just sent him a "GA". Customer wants agents to give him the "Voice Now" message with the "GA".	02/26/08	Informed customer this information would be forwarded to the agent's supervisor. Agent recalled this particular call and stated that she was having difficulty trying to switch from TTY to VCO. Agent stated that the call originally was a TTY to voice call and after lengthy call, the TTY customer decided that they want to use VCO. Agent was unable to set up a VCO to Voice and supervisor on duty was also assisting the call. Many things were happening at that time and the customer was talking and yelling at the agent. Agent was trying to set it up and since the customer was already talking, the CA only typed "GA". Agent is aware of the proper procedure on this.

11	02/21/08	Agent did not know how to process a VCO call when the customer changed from TTY to VCO in the middle of the call. The customer felt that all agents should know what VCO means when he types it, but this agent asked him what he meant. Event occurred approximately 10-15 minutes earlier than complaint. No follow up requested.	02/21/08	Complaint forwarded on to correct center. Complaint came in at 10:40 on 2/21/08. Agent demonstrated knowledge how to switch from TTY to VCO when supervisor discussed this with the agent.
12	02/19/08	Caller reported that today at 8:58 am the CA attempted to place a call and the caller requested who to ask for. She received the text, "Dialing local xxx-xxx-xxxx PLS". She was confused what that meant so she typed, "repeat pls ga" and got no response for a few minutes so she typed "hello" 3 times after each she paused and typed "operator are you there Q" and still no response for ten minutes. CA never answered at all, but the line did not disconnect.	02/19/08	Customer Service apologized for the inconvenience and told her the report would be sent to the supervisor. Follow up requested at the email address provided. Team Leader was doing a quality control review on this agent at that time. When the call came in it was very garbled but the number could be read. Agent dialed out the number, but everything else after that was garbled. Team Leader advised agent to type, "Please call back, message garbled, unable to read." Then the Team Leader advised agent to disconnect call. Non-agent error. Technical issue. Team Leader emailed to customer on 2/21/08 about the situation and resolution.
13	02/13/08	Captions - dropped characters/garbled text.	02/13/08	Customer Service apologized for incidence and thanked customer for the feedback and suggested customer document the date, time, CA # for more specific follow up.
14	02/11/08	TTY customer having garbling on relay call. Follow-up not required.	02/11/08	Apologized for the problem and opened TT ID 5871582. Customer did not request call back and has not reported more problems with garbling.
15	02/04/08	VCO caller reported that she has been having trouble connecting to the SC dedicated VCO number, 877-735-8263, for the past two months. She is concerned about making a call in case of emergency.	02/04/08	Customer Service response: Apologized for the inconvenience and told her a trouble ticket would be entered (TT# 5823746). Advised her that she could try dialing 711 to connect to relay because her number is branded as a VCO user so the call should connect to VCO operator. No follow up requested. On 2/13, technician placed test calls through customer's LATA and was not able to duplicate this issue. Technician was able to hook up to Relay each time when this number was dialed. Customer did not leave contact info and did not request a call back, and technician was able to connect to Relay each time making these test calls, so this complaint is considered closed.

16	01/30/08	Accuracy of captions. Customer provided an example regarding inaccurately captioned words.	01/30/08	Customer Service apologized for incidence and thanked customer for the detailed example and CA number. Told customer that the information would be shared with appropriate captioning service staff for follow up. Verbatim detail was shared with Call Center management and follow up with the CA occurred.
17	12/21/07	A VCO customer called to say his conversations seem cut off at the end when someone calls him. It's not like it's disconnected; it's that the conversation ends abruptly, like the outbound says, "Ok, see you later" and there is no GA and the operator does not give an agent ID or disconnect macro. Caller tries to talk to the operator with no response. Follow-up requested.	12/21/07	Apologized for inconvenience. Opened TT 5578746. Called customer on 4/30/2008 at 12:15 pm. Customer is satisfied with the Relay services.
18	12/13/07	Customer states that she gave the agent the number to dial and then never got any more response from the agent. Call back requested	06/03/08	Customer Service response: Apologized for the problem and assured that the trouble ticket would be sent in as stated. Agent has been coached on proper response procedures. Program Manager left a TTY message on the customer's machine with a call-back number in case other concerns should arise in the near future.
19	12/12/07	Customer reports the CA did not keep her informed on the call. The problem occurred at 5:42 PM on 12/12/07. When the customer questioned the CA, there was "no answer for 5 minutes." Follow up requested.	12/12/07	Apologized. Told customer that supervisor will be notified. Contacted customer at 5:35 pm on 12/20 and informed her that I spoke with the agent and she said she would never ignore a customer nor disconnect a customer on purpose. This must have been a technical error and this does occur every now and then. She was thankful that I followed up on her concern and completely understood and was satisfied with the information.
20	12/06/07	TTY customer states when placing and receiving direct TTY-to-TTY calls without dialing Relay, twice she has gotten a relay operator. Follow up requested with a resolution.	12/06/07	Customer Service apologized for this problem, entered in TT # 5483343. Program Manager emailed the customer on 12/5/2007 requesting additional and specific information, as well as to inform her that the technicians are working on this issue. Customer replied that she didn't have the requested info but appreciated the follow up.
21	12/05/07	Customer explains she had trouble reaching Relay in the morning of 12/1/2007. When she reached a Relay operator her VCO branding was lost. No follow up.	12/05/07	Apologized for the technical problem. Ticket 5469123 was opened. Customer did not request follow up.

22	11/28/07	Accuracy of captions. Customer provided an example regarding inaccurately captioned words.	11/28/07	Customer shared feedback regarding accuracy of captions on one phrase in the call. Customer Service apologized and thanked customer for the feedback. Information was shared with appropriate captioning service staff for follow up with the CA. Encouraged customer to document the date, time, and CA # should they wish to share other experiences with us for follow up.
23	11/19/07	Customer waited 3 minutes for a response from the agent when trying to place an urgent call. No follow up requested.	11/19/07	Met with CA. CA does not remember this call specifically. Not enough information given. Did reiterate with CA the importance of paying 100 percent attention to the call at all times.
24	11/19/07	Customer waited 3 minutes for a response from the agent when trying to place an urgent call. Did not say when call occurred. No follow up requested.	11/19/07	Agent remembered this call. The computer did an ASCII search but the VCO customer did not lock in so the agent was unable to respond to the customer. Agent completes many VCO calls and is proficient in handling all VCO requests.
25	11/19/07	Inbound call comes in with Spanish macros. Wants to change to English. Agent changed to English on previous call, but when called back into relay for another call, the macros went back to Spanish. Customer is English-speaking. Call came in at 11:11 am.	11/19/07	Trouble Ticket #5327247 completed on this problem. Non-agent error. Forwarded on to customer service for follow up. Re-assigned to Program Manager. Called customer on 5/6/2008 late afternoon. Customer said that Relay services are great, the problem was in her pre-paid LD calling card and her phone, not the Relay service. Customer was very satisfied with Relay services.
26	11/09/07	After branded VCO greeting was sent to customer, the customer requested to type rather than voice. Agent disconnected customer. Complaint happened on 10/29/07 at 12:40 pm. No follow up requested.	11/09/07	Forwarded on to correct center. Agent could not recall what had happened to this particular call since it occurred approximately two weeks ago. Agent assured me that she could not purposely disconnect on the customer. Agent now knows the proper procedure on call such as this.
27	11/09/07	Customer did not receive a response from agent for 3-5 minutes. Complaint filed at 12:40 pm. No follow up requested.	11/09/07	Agent now is aware of the proper protocol on this type of situation.

28	11/09/07	Agent was too slow. Customer had to wait 3 minutes for a response.	11/09/07	Forwarded complaint on to team leader for follow up. Team Leader spoke with this agent about processing the call quicker. Agent said that the computer was very slow that day. Her typing was showing, but took a long time for the TTY user to respond and seemed to take a long time for agent's response to go through. Technical issue with phone line. Non-agent error.
29	11/05/07	Voice caller having problem connecting with relay, just gets loud tones and unable to reach her sister. Customer would like contact from Program Manager.	11/05/07	Apologized, added note and re-branded voice. Submitted TT5270574. Called customer on 5/1/2008 at 5:15 pm. Customer said that she noticed a great improvement in connecting and connection time. Reviewed other Relay options. Customer is very satisfied.
30	11/02/07	TTY customer states that they were trying to make a collect call on 11/1/07 at 9:02 PM and there was no response for about 10 minutes. They then attempted to say "hello hello" and then realized that the line was disconnected. No follow-up requested.	11/02/07	Apologized. Team Leader spoke to this agent about the call. She did not remember the call, but Team Leader went over collect call procedures with the agent and the procedure of asking for help if there are problems.
31	10/26/07	TTY customer reports that her calling from work number does not appear to Relay operator sometimes. Relay operators ask for her calling from number. Customer requests contact.	05/01/08	Advised customer a Trouble Ticket and complaint would be entered. TT 5199349. Contacted customer on 5/1/2008 and discussed from 4:18 - 4:45 pm VCO features, and other services and products. Customer is satisfied.
32	10/25/07	A TTY user called to say that at 5:17 pm, the caller received a greeting from agent and then instructed the agent to dial a Frequently Dialed number and after a 5- to 10-minute wait, the operator did not dial out but disconnected. Customer requests follow up.	10/25/07	Apologized for the problem. Spoke with operator to review the procedure of Frequently Dialed numbers, operator failed to keep customer informed. Sent email to customer and apologized for the inconvenience.
33	10/24/07	Voice customers calling to 711 and the 1 800 number and reaching TTY tones.	10/24/07	Customer Service apologized to the customer and turned in TT 5180608. Followed up with supervisor regarding difficulty to contact relay through 711 nor 800 number. Accordingly to supervisor, she stated that this has been resolved and thanked us for getting this fixed.

34	10/23/07	Operator asking "what does VCO mean" when caller typed "VCO please". Also, operator typing too slow.	10/23/07	Team Leader witnessed the call and stated that the agent did nothing wrong. She answered the customer's questions and types over 90 words per minute. Non-agent error.
35	10/22/07	Customer stated that when she checked her TTY answering machine, there was a message from this agent that just said, "Hello? Hello? Are you there?" and then disconnected. The customer was confused because she didn't know if it was an agent error or something wrong with her machine. She would like a follow-up via phone call to find out if it was an agent error or a problem with her answering machine.	10/22/07	Thanked the customer for letting us know about the problem and informed her that I would forward this to the appropriate supervisor. Agent does not remember the call. Went over procedure with agent in reference to leaving a message on a TTY answering machine. Unable to follow up as the agent ID is invalid.
36	10/15/07	At 7:30 am, asked operator to call my manager to leave a voice mail letting them know I would not be in to work today. My manager called me and did not get my message and I am in trouble at work now. They have charged me with 8 hours' annual leave. I want to make sure a message was left. Follow-up requested as soon as possible.	10/15/07	Operator stated she remembered the call clearly. The customer had made several calls, speaking to someone directly and then left a message on a voice mail. The operator left a message as instructed and recalled that nothing out of the ordinary happened to either the inbound or outbound line. If it had, the operator states she would have summoned a supervisor for assistance and would have also informed the inbound customer. Customer was followed up with an email per customer's request.
37	10/10/07	Voice caller using her BlackBerry still cannot get a voice response to connect with agent dialing 711 or the toll-free voice numbers @ 11:45 AM and ongoing. Customer wants contact with resolution.	10/10/07	Apologized, re-branded as voice line. Told customer that the technicians would be informed. Entered TT #5091956. Contacted customer on 5/1/2008 at 12:20 pm. Customer said that this problem has been fixed and is satisfied.
38	10/09/07	Voice customer dials the designated SC Voice Relay number using her BlackBerry and reaches TTY tones. Ticket 5080131 was opened. Follow up requested.	10/09/07	Apologized. Contacted customer on 5/1/2008 at 12:20 pm. Customer said that this issue had been resolved and was very satisfied with the Relay services.

39	10/09/07	A SC VCO user called, saying she's having problems reaching the relay service by either dialing 711 or the dedicated VCO number for her state. Customer does request follow up from program manager.	10/09/07	Customer Service entered TT #5084370. Called customer on 5/1/2008 at 10:30 am and discussed until 11:05 am about other Relay services and VCO features. Asked customer to contact program manager directly for future issues, should any arise.
40	10/02/07	VCO customer states she's had trouble reaching Relay SC. Apologized. Ticket #5036945 was opened. Customer will follow up with CS.	10/02/07	Called customer on 4/30/2008 at 12:09 pm: No answer. Called customer on 5/1/2008 at 11:27 am and 4:00 pm: No answer.
41	10/01/07	Accuracy of captions. Customer provided an example regarding inaccurately captioned words.	10/01/07	Customer shared feedback regarding accuracy of names on her captioned call. Customer Service recommended verifying names by spelling them or asking the other party to spell them for confirmation. Callers should do this as the captionist has no way of verifying. Thanked customer for the taking time to report the incidence and allowing us to advise her.
42	09/25/07	Customer says operator was not responding. When operator said "holding because outbound was not responding", she was transferred a few times and explained relay a couple of times. Operator kept the holding MACRO going due to not getting a response.	09/25/07	Team Leader spoke with CA.
43	09/13/07	VCO customer stated that she just got off of a relay call at 10:55 am. She stated that she answered the call several times and did not receive any responses and then suddenly a message came on the TTY. The agent never initiated the call with the relay announcement. The relaying aspect was not impressive and felt that this agent need additional training. Stated that she uses relay frequently. At the call closure, asked for the agent ID, customer gave two different numbers. No follow up needed.	09/13/07	Apologized and assured customer that this will be checked into. Team Leader met with CA and went through the steps of a VCO call again. Team Leader also reminded CA that if they were having trouble with a call, to please call for assistance of the person at the bridge.

44	08/28/07	TTY customer's call delayed by a few minutes before a Relay operator came on the line. When the customer asked why the call was delayed, the operator typed "your TTY could not be found in the system". The customer did not ask for a supervisor for further explanation because her call needed to be made immediately. The TTY customer wants an explanation of the operator's comment. Call made at 8:15 am. Customer requests contact.	09/02/07	Advised customer that a complaint would be entered and a request to be contacted by a supervisor. Customer Service received the call without any connection problems. The agent remembered the call and stated the connection problem seemed to be a technical issue. Agent demonstrated knowledge of correct procedures in connecting calls. The agent was coached on proper procedures when experiencing technical issues on a call. Supervisor followed up with caller via TTY as on 9/2 at 12:53 pm. The TTY user indicated this was an ongoing issue and that she has had delays when connecting to relay. Supervisor apologized for the difficulties and advised the caller a trouble ticket on the issue would be entered. Trouble ticket #4839016 was entered on 9/2/07. Customer seemed satisfied with this.
45	07/31/07	VCO customer states that the agent types very slowly and wants them to type faster. The call took place at 4:30 pm. No follow-up requested.	07/31/07	Apologized. This agent ID is no longer assigned. No further action can be taken.
46	07/24/07	VCO customer reports Customer Database not available. Customer did not request contact.	04/21/08	Apologized for problem advised complaint and Trouble Ticket would be entered: TT 4566484. Did some tests and Database is available.
47	07/06/07	VCO customer dialing local numbers, and being billed by Verizon for long distance. Customer needs a follow up by the Program Manager.	07/06/07	Customer Service apologized to the customer, turned in TT 4449432. Called customer on 4/30/2008 at 12:06 pm to follow up. Customer is satisfied with Relay services.
48	07/05/07	Voice customer states every time she calls her friend through relay, the operator connects to outbound and receives "hello" from outbound then the line disconnects. Follow up is requested.	07/05/07	Customer Service apologized and turned in TT # 4445799. Called customer on 5/1/2008 at 11:25 am. Customer is satisfied with Relay services.

49	07/05/07	Customer stated he asked to switch from TTY to VCO and got no response except "GA" from the agent. He stated it took a long time to get the VCO working. Follow up was requested to the customer's email address.	07/05/07	Apologized to customer and thanked them for the feedback. The caller was advised we would forward this complaint to the appropriate supervisor to review with the agent. The agent was coached on correct VCO procedures and the importance of responding promptly to callers. A follow-up email was sent to the customer on 7/5/07 informing him that appropriate action was taken.
50	07/04/07	Customer said that 711 does not go to Voice first, it goes through TTY and ASCII. Customer would like a follow-up call.	07/04/07	Apologized to customer for inconvenience and gave him the 800 number for SC relay until the problem is resolved. Customer Service branded customer as a Voice user and educated the customer on 711 and the designated 800 numbers.
51	06/25/07	Customer states that the words were doubling on his call and caused the call to take forever. Customer Service response: Apologized for the problem and assured that the complaint would be turned in as stated. Trouble Ticket 4383339. Call back requested.	05/01/08	Called customer on 4/30/2008 at 12:05 pm, no answer. Called customer on 5/1/2008 at 11:20 am, customer did not understand what "Relay South Carolina" was, did not understand the operator, and kept insisting that RSC was a telemarketer then hung up. Even though this customer is listed as a VCO user, customer expressed agitation at Relay SC.
52	06/21/07	Customer asked for the initial greeting to be repeated as it was garbled and the customer likes to know the operator number. The agent just sent "Alt 2" twice without giving the whole greeting. Customer does not need follow up.	07/06/07	Agent does not remember this particular call but has had calls where there is no number to dial given so follows proper procedure by sending "Alt 2".
53	06/08/07	TTY customer reports after Relay operator sent greeting, she was interrupted at home and there was a long pause before she could respond. The TTY customer apologized and asked operator to hold but did not type "GA". Then operator typed greeting again as if not paying attention. TTY customer then let operator know what the interruption had been and requested operator call a Frequently Dialed #. TTY customer did not receive further response from operator. TTY customer typed "are you there GA" twice with no response from the operator. The call was made at 11:01 am with customer on line for 5 - 8 minutes. Customer requests contact via email. Customer e-mailed the correct agent ID and contact was reassigned to the correct center.	06/08/07	Apologized for problem encountered and advised that a complaint would be entered. The CA number provided is invalid, there is no operator with that number. Emailed customer and apologized for the inconvenience and should the customer have a valid CA ID, technicians will investigate. Agent was coached on the importance of keeping customer informed. Follow-up email was sent to the customer 6/11/07 informing them appropriate action was taken.

DOCKET NO. 03-123

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (**NOT FOR PUBLIC INSPECTION**)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.
- o Microfilm, microform, certain photographs or videotape.
- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

The actual document, page(s) or materials may be reviewed (**EXCLUDING CONFIDENTIAL DOCUMENTS**) by contacting an Information Technician at the FCC Reference Information Centers) at 445 12th Street, SW, Washington, DC, Room CY-A257. Please note the applicable docket or rulemaking number, document type and any other relevant information about the document in order to ensure speedy retrieval by the Information Technician

1 CD Rom